




POSITION DESCRIPTION

TITLE: Director Corporate Services

LEVEL: Executive Management

RESPONSIBLE TO: Chief Executive Officer

Position Status:	Fixed-term Employment - Full Time
Position Approved by:	 Stephen Hoyne, Chief Executive Officer Date: 01/05/2026

POSITION OBJECTIVES:

- Support the Chief Executive Officer of Litchfield Council in achieving outcomes identified in Council's strategic plan;
- Efficiently and effectively lead and manage the Corporate Services Department including:
 - Finance and Rates
 - Customer Service
 - Information Services and Information Management
 - Human Resources and Work Health & Safety
 - Payroll
- Ensure Council policies and plans associated with the functions of the Corporate Services Department are developed and implemented;
- Ensure the delivery of high quality and responsive services, programs and projects for the overall benefit of the Litchfield community;
- Establish and maintain ethical and professional relationships with Councillors, providing information and advice in a supportive and responsive manner;
- Represent Council on matters associated with the Corporate Services Department.

CORE COMPETENCIES:

Leadership responsibilities

- Provide effective leadership by:
 - Setting clear direction.
 - Promoting and modelling a customer service ethos, continuous improvement principles and ethical practices.
 - Encouraging community participation in decision-making.
 - Developing staff accountability.
- Drive strategic thinking, innovation, learning and continuous improvement throughout the division.
- Regularly review the division's resourcing and business models to maximise its efficiency and effectiveness.
- Be conversant with current and emerging technology and its potential to improve service delivery and optimise efficiency.
- Ensure direct reports achieve corporate and personal performance plan targets.
- Manage change by initiating, developing, communicating and coordinating change strategies.

Corporate Responsibility

- Provide advice and information supported by data to the CEO and Council when required.
- Play an active role as a member of the Executive Leadership Team, working together to provide clear and consistent direction.
- Prepare and maintain Corporate planning and budgetary documentation as required.
- Achieve goals, objectives and strategies relevant to the Corporate Services Department, as detailed in the Municipal Plan, Business Plans and Capital Works Program within budget and agreed time-frames.
- Ensure compliance with all relevant legislation and regulations, policies, delegations and budgets, including WHS and EEO legislation.
- Understand grant application and acquittal processes.
- Attend Council, Executive Team and other meetings as required. Implement actions from those meetings.
- Attend Council functions as required.

Develop People

- Improve the skills and effectiveness of staff through development strategies.
- Create a work environment where people are encouraged to develop their potential and achieve quality outcomes.
- Foster a collaborative work environment and establish mutual trust and respect.

Manage Resources and Risks

- Ensure that adequate human and physical resources including financial, technological and information requirements are allocated and effectively, efficiently and ethically used to meet strategic and operational service delivery needs and achieve outcomes.
- Negotiate effectively to obtain resources to achieve outcomes.
- Evaluate the use of resources in relation to planned outcomes.
- Ensure Litchfield Council is compliant with all Acts, laws, regulations and policies.
- Implement Litchfield Council's risk management policies to address strategic, operational and legislative compliance risks.

Promote and Achieve Quality Outcomes

- Establish organisational structures, business plans and procedures in the Corporate Services Department that support Litchfield Council delivering quality services, projects, programs and strategies.
- Promote, monitor and evaluate high standards of work practice and customer service standards and encourage continuous improvement.

External Relationships

- Establish and maintain positive working relationships with government and diverse groups of people within the public and private sectors and the wider community.
- Take an active role in managing Litchfield Council's relationship and interactions with the community, building community capacity to initiate and implement projects and programs.
- Employ effective communication strategies.
- Work with the CEO to develop and sustain a positive image and profile of the organisation.
- Approach all situations with a clear perception of the political context and reality.
- Foster professional and ethical relationships with elected members.

Sustainability

- Support the CEO in achieving financial, economic, environmental and social sustainability.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is authorised to:

- Implement programs and projects and ensure the delivery of services, in accordance with Council's requirements and complying with all relevant Acts and legislation.
- Carry out a range of delegations as determined by the CEO, in the proper management of the Division and its functions.
- Manage staff and administer the affairs of the Division within organisational policies and procedures, and under the direction of the CEO.
- Approve expenditure within Council's approved budget for the Corporate Services Department and consistent with assigned delegations.

ORGANISATIONAL RELATIONSHIPS:

Supervises: Human Resources Program Leader
Finance Program Leader
Senior Payroll and CSO Officer
Information Services Officer
Accountant
Other senior staff as assigned by the CEO

Internal Contacts: Councillors
Chief Executive Officer
Executive Leadership Team
Management
All Staff

External Contacts: Ratepayers and Residents
Department of Local Government and Community Services
Other Municipalities
Statutory Authorities
Government
Departments
Community Groups
Parliamentarians
Business
Peak
Bodies

REQUIRED SKILLS, EXPERIENCE, ATTRIBUTES AND QUALIFICATIONS: (SELECTION CRITERIA):

Leadership

- Proven leadership at the senior management level, with the ability to understand and implement legislation impacting on local government.
- Well-developed contract management, project management and strategic planning skills, including the ability to manage time, priorities and resources to achieve objectives within set time-frames and budgetary requirements.
- Demonstrated experience in leading, motivating, and developing staff.
- Effective judgement and decision-making skills for complex, sensitive and politically charged issues and situations.
- Demonstrated ability to identify and monitor trends and ensure proactive solutions are generated, whilst actively contributing to the strategic direction of Council as part of the Executive Team.
- Demonstrated ability to project a positive image of Litchfield Council.

Policy Implementation

- Demonstrated knowledge of issues affecting local government corporate services, and proven knowledge of services delivered by local government and their impact on the community.

Governance and Compliance

- Ability to monitor systems and report on performance to the CEO and Council.
- Ability to support Council in making informed decisions on behalf of their constituents.
- Absolute integrity, trustworthiness and professionalism.
- Knowledge of statutory, legal and contractual obligations.

Financial Results

- Significant financial, and budget management experience, including the development of long-term financial plans.

General Management

- Demonstrated commitment to continuous improvement and a modern, innovative approach to business.
- Demonstrated ability to analyse options and make logical decisions.
- Excellent team work and interpersonal communication skills.
- Excellent verbal and written communications skills.
- Exemplary negotiation and conflict resolution skills

Qualifications and / or Experience

- An Accounting/finance qualification is highly desirable, with CPA membership or membership of a recognised Australian accounting body preferred. A post-graduate qualification in Business Administration is highly desirable.
- Demonstrated effective senior management experience in a multifunction services area.
- Formal qualifications and/or extensive experience in project and contract management.

CHANGES TO JOB DESCRIPTION:

From time to time it may be necessary to consider changes in the job description in response to the nature of Council's work environment – including technological requirements or statutory changes.

Approved: (Manager/Supervisor)

Date:

Employee: